



12

14

16

Dealer Number:

6 digit dealer number e.g. '001234'

Password:

Minimum 6 characters

FIG. 1

The image shows the U-Haul Web C.A.R.D. main menu. At the top, the U-Haul logo is followed by "Web C.A.R.D." and "Credit Authorization Receiving Dispatching". On the left, a vertical navigation bar is labeled "navigation" and contains links: "rentals", "returns", "transfers", "reservations", "reversals", "other options", and "reporting". Handwritten numbers (32, 20, 22, 24, 26, 28, 30) are written next to these links. In the center, the text "Welcome to Web C.A.R.D." is displayed, followed by a message: "Select an option using the navigation bar to your left. Click the links below to visit other U-Haul sites." Below this are links to "UHaul Web C.A.R.D. message board", "www.uhauldealer.com", and "www.uhaul.com". To the right is a small image of a person in a moving truck with the text "emménagez?" and "600". Handwritten number 40 is written next to this image. At the bottom left, there is a "Computer Help?" section with contact information: "Call your Traffic Office or Phoenix @ 1-800-223-6217". At the bottom right, a box contains the text "You have 1 new message(s) in your Inbox" and the number 34.

Computer Help?
Call your Traffic
Office
or Phoenix
@ 1-800-223-6217

You have 1 new message(s) in your Inbox

34

FIG. 2

U-HAUL® Web C.A.R.D.®

Credit Authorization Receiving Dispatching

navigation

- rentals
- returns
- transfers
- reservations
- reversals
- other options
- reporting

Rental Options

Customers can rent U-Haul trucks, trailers, and equipment with or without a pre-existing reservation. Rental is available for both **One-Way** and **In-Town**. This form will guide you through the rental process.

In-Town Rental ~ 44

One-Way Rental ~ 46



Computer Help?
Call your Traffic Office or Phoenix @ 1-800-223-6217

FIG. 3

In-Town Rental

Enter Reservation Entity and Contract Number

User Message Enter a reservation number or press Enter to continue

Contract Number ~ 52

Collecting Entity ~ 54

U-Haul downloads are 621001 Collecting Entity.

FIG. 4

In-Town Rental

Enter Customer Information

First Name MIKE ~ 72
 Last Name WIRAM — 74
 Address 2727 NORTH CENTRAL AVE — 76
 City PHOENIX — 78
 State AZ 70
 Zip Code 85004 ~ 82 80
 Telephone 602-263-6840 ~ 84 (e.g. 602-549-3819)
 Corporate Move Account ~ 86
 Tax Exempt Number ~ 88

FIG. 5

In-Town Rental

Enter Drivers License Information

Number B14838742 ~ 91
 State AZ 90
 Expiration Date 1011 ~ 96 (e.g. MMYY)
 Birth Date 10/20/1951 ~ 98 (e.g. MM/DD/YYYY)

Addt'l Drivers License Information

Addt'l Number	<input type="text"/>	100
Addt'l State	Select from list <input checked="" type="checkbox"/>	
Addt'l Exp Date	<input type="text"/> (e.g. MMYY)	
Addt'l Birth Date	<input type="text"/> (e.g. MM/DD/YYYY)	

FIG. 6

In-Town Rental

Select Secondary ID or Meaningful Assurance**Secondary Id Options**

Car Registration

Secondary Id Number

1999 HONDA ACCOR

Secondary Id Expiration Date

(e.g. MMYY)

108

 107
104

FIG. 7

00000000000000000000000000000000

In-Town Rental

Enter Expected Return Date/Time**Return Date**

01/28/2001

(e.g. MM/DD/YYYY)

111

Return Time

10:00AM

(e.g. HH:MM AM)

113

FIG. 8

In-Town Rental

Select Truck

Reserved Model
Truck Equipment Number

N ne

EL 3359U



110

112

114

FIG. 9

00000000000000000000000000000000

In-Town Rental

Complete Truck Information

Truck Equipment Number

EL 3359U

Rental Rate

29.95

Estimated Mileage

50

Mileage Rate

0.49

SafeMove Accepted

121

122

FIG. 10

In-Town Rental

Enter total of Support Sales Items (Boxes, Tape, etc.)

User Message
U-Haul Sales Items (Incl. Tax)

Sell U-Haul boxes and other moving supplies.

75.99 ~ 134

132

FIG. 11

TOTALS: 200 200 200 200 200

In-Town Rental

Estimated charges

Estimated Rental amount	\$29.95	~ 142
Mileage Amount	\$24.50	~ 144
SafeMove/SafeTow Amount	\$14.00	~ 146
Sales Tax Amount	\$1.77	~ 148
U-Haul Sales Items (Incl. Tax)	\$75.99	~ 150
Estimated Total	\$146.21	~ 152
Prepaid Amount	\$0.00	~ 154

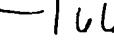
140

FIG. 12.

In-Town Rental

Credit Card 

160

Balance Due **\$146.21**146.21 

Credit Card Amount

For refunds enter a minus sign then the amount
Enter 0.00 for Authorization Only

Credit Card Number

5105105105105100 

Expiration Date

0202 (e.g. MMYY) 

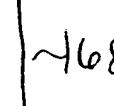
2nd Credit Card Number

Credit Card Amount

0

For refunds enter a minus sign then the amount

Credit Card Number



Expiration Date

(e.g. MMYY)

FIG. 13

In-Town Rental

Finish - In-Town Rental

FINISH BUTTON starts Credit Card Authorization and Receipt Printing processes. Print 2 copies of the contract (1 for customer & 1 for your records). Print 1 copy of Credit Authorization (customer signed copy is for your records).

Finish Contract

170

FIG. 14

180

FIG. 15

FIRST-COPY=DEALER SECOND-COPY=CUSTOMER

182

U-HAUL EQUIPMENT RENTAL CONTRACT ADDENDUM
SATURDAY 01/27/01 9:55AMIn-Town Rental
DOCUMENT #: 00000042

184

186 { Web-C.A.R.D. Test User
950104RENTED TO: MIKE WIRAM 2727 NORTH CENTRAL AVE
602-263-6840
B14838742 AZ 1011 Oct 20 1951

PHOENIX AZ 85004

SECONDARY ID: Car Registration 1999
HONDA ACCORD

188

RETURN DATE-TIME: 01/28/01 10:00AM

190

TRUCK - 17' EZ LOAD MVR

@ \$29.95 PER RENTAL

EL 3359U LKJ876 AZ \$29.95

MI/KM OUT: 1000

\$0.49 PER MI/KM x 0 =

SAFEMOVE - YES

\$24.50

\$14.00

SUBTOTAL:

\$68.45

SALES TAX:

\$1.77

ESTIMATED RENTAL CHARGE:

\$70.22

EQUIPMENT DEPOSIT PAID:

\$70.22

ADDITIONAL CHARGES:

SUPPORT SALES ITEM

\$75.99

TOTAL CHARGES:

\$146.21

PREVIOUS PAID \$

\$0.00

PAID TODAY:

CA

\$0.00

CC1

\$146.21

CC2

\$0.00

CM

\$0.00

TOTAL PAID:

\$146.21

192

194

196

***** PLEASE READ *****

A.R.S. SECTIONS 13-1806 PROVIDES THAT UPON FAILURE TO RETURN SAID RENTAL EQUIPMENT WITHIN 72 HOURS OF THE DATE AND TIME SPECIFIED FOR ITS RETURN IN THIS AGREEMENT, THE LESSEE SHALL BE SUBJECT TO MAXIMUM CRIMINAL PENALTIES OF IMPRISONMENT FOR NOT MORE THAN 1.875 YEARS AND FINE OF NOT MORE THAN \$150,000.

I CONFIRM EQUIPMENT IS CLEAN AND AGREE TO PAY FOR ALL FUEL USED AND RETURN THE TRUCK WITH THE SAME FUEL GAUGE READING AS INDICATED ON THIS RENTAL CONTRACT OR WILL PAY A \$20.00 FUELING FEE PLUS \$2.00 PER GALLON FOR ESTIMATED FUEL USED. U-HAUL DOES NOT REIMBURSE FOR EXCESS FUEL PURCHASED BY CUSTOMER. U-HAUL PAYS FOR OIL (SAVE RECEIPTS).

E 1/4 1/2 3/4 F

I CONFIRM THAT THIS MARKED GAUGE READING CORRESPONDS WITH THE GAUGE READING ON THE TRUCK. CUSTOMER INITIALS: _____

***** PLEASE READ *****

BY SIGNING BELOW, I ACKNOWLEDGE I HAVE RECEIVED, AGREED TO AND UNDERSTAND THE TERMS AND CONDITIONS IN THE RENTAL CONTRACT AND DOCUMENT HOLDER AND HAVE READ AND UNDERSTAND THE APPROPRIATE USER'S GUIDE(S).

X
CUSTOMER'S SIGNATUREX
DATEX
DEALER'S (EMPLOYEE'S) SIGNATURE

THANK YOU

In-Town Return

Verify Contract Information

First Name	Thomas	202
Last Name	Green	203
Rental Date	2/4/2001	204
Rental Time	0:50 AM	206
Return Date	2/4/2001 (e.g. MM/DD/YYYY)	208
Return Time	1:02 AM (e.g. HH:MM AM)	210

FIG. 16

In-Town Return

Return Truck Information

<u>User Message</u>	Current mileage must be greater than out mileage
Equipment Number	DC 3346X 214
Out Mileage	10000 216
Current Mileage	10132 218
Rental Status	01 - OK 220
Rate	29.95 222
Missing/Damage Charge	0 224

FIG. 17.

Place Contract on-hold

23*

In-T wn Return

User Message

You may place a returning contract on hold. This will put the equipment on your inventory, and you can complete the monetary portion of the contract later.

Place contract on hold?

FIG. 18

Page 1 of 1

232

In-Town Return

Reimbursement Options

Reimbursement Options

Select from list

Reimbursement Amount

0

(01) Oil, tire, or repair model

~ 236

(02) VIP Certificate number

~ 238

2nd Reimbursement

Reimbursement Options

Select from list

Reimbursement Amount

0

(01) Oil, tire, or repair model

~ 236

(02) VIP Certificate number

~ 238

FIG. 19

In-Town Return

Cash/Check Amount Due or Refund Cash

Balance \$112.16 ~ 242

0.00 ~ 244

Cash/Check Amount

For refunds enter a minus sign then the amount

FIG. 20

In-Town Return

Corporate Move Information

Balance Due \$112.16

0.00

Corporate Move Amount

For refunds enter a minus sign then the amount

Corporate Move Account

Job Number ~ 252

Purchase Order ~ 254

Employee Name ~ 256

Authorization Number ~ 260

Call 1-800-528-6042 For Authorization ~ 258

FIG. 21

262
In-Town Return**Promissory Note**

Balance **\$112.16**
 Promissory Amount **0** ~ 264

Help **Cancel** **Next >**

FIG. 22

WebCARD Main Menu

Page 1 of 1

260-261-262-263-264-265-266

U-HAUL® Web C.A.R.D.®

Credit Authorization Receiving Dispatching

Transfer Options

Use these forms to Transfer trucks, trailers and equipment from one U-Haul entity to another. The Transfer In form will add items to your inventory and the Transfer Out form will remove items from your inventory.

Transfer In ~ 272

Transfer Out - 24

navigation

- rentals
- returns
- transfers
- reservations
- reversals
- other options
- reporting

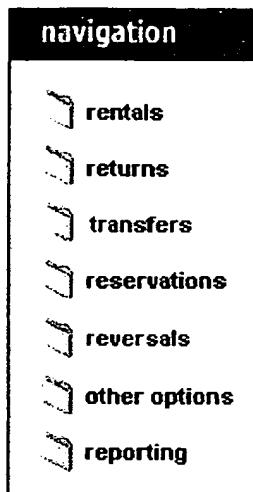
Computer Help?
 Call your Traffic
 Office
 or Phoenix
 @ 1-800-223-6217

FIG. 23



U-HAUL® Web C.A.R.D.®

Credit Authorization Receiving Dispatching

**Transfer Options**

Use these forms to Transfer trucks, trailers and equipment from one U-Haul entity to another. The Transfer In form will add items to your inventory and the Transfer Out form will remove items from your inventory.

Transfer In — 272

Transfer Out — 274



FIG. 23

Computer Help?
Call your Traffic
Office
or Phoenix
@ 1-800-223-6217

WebCARD

Page 1 of 1

276

Transfer In

Contract Information

Dispatching Entity Number

757000

278

Contract Number

99999988

280

FIG. 24

Transfer In

Enter Truck Information

Truck Equipment Number DC 6052A ~284

Current Mileage 12000 ~286

Last PM 11000 ~288

Plate Number KJH67K ~290

Plate State AZ ~292

Plate Expiration 0202 (e.g. MMYY) ~294

Rental Status 01 - OK ~296

FIG. 25

Transfer In

Enter Remarks

Remarks

300

FIG. 26.

FIRST-COPY=DEALER SECOND-COPY=CUSTOMER

304 ~

U-HAUL EQUIPMENT RENTAL CONTRACT ADDENDUM
MONDAY 01/29/01 7:48AMTransfer In
DOCUMENT #: 99999988 ~306

302

308 ~

Web-C.A.R.D. Test User
950104

DISPATCHING DEALER: 757000 ~310

14' TRUCK

DC 6052A
12000 KJH67K AZ
11000

01 - OK] ~312

X _____
CUSTOMER'S SIGNATURE

X _____

DATE

X _____
DEALER'S (EMPLOYEE'S) SIGNATURE

THANK YOU

FIG. 27

00000000000000000000000000000000

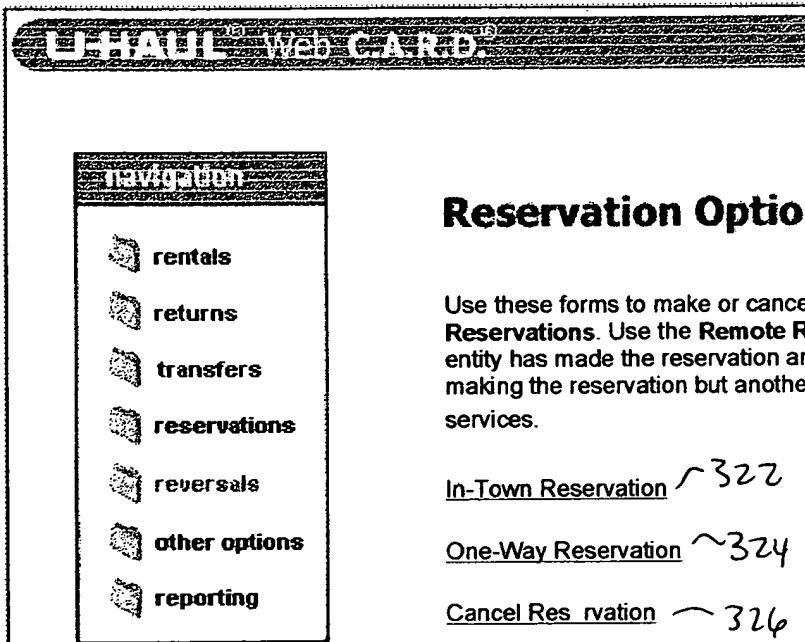
WebCARD Main Menu

Page 1 of 1

FIG. 28

Credit Authorization Receiving Dispatching

320



Reservation Options

Use these forms to make or cancel One-Way or In-Town Reservations. Use the Remote Reservation forms if another U-Haul entity has made the reservation and collected the deposit or you are making the reservation but another U-Haul entity is providing the services.

In-Town Reservation ~322

One-Way Reservation ~324

Cancel Reservation ~326



Remote In-Town Reservation
(Dealer Collected Deposit)

Remote In-Town Reservation
(Deposit Collected Elsewhere)

328

Remote One-Way Reservation ~330
(Dealer Collected Deposit)

Computer Help?
Call your Traffic
Office
or Phoenix
@ 1-800-223-6217

One-Way Reservation

Enter Date Information

342

344

346

348

350

352

Date Needed	02/15/2001 (e.g. MM/DD/YYYY)
Time Needed	(e.g. HH:MM AM)
Days Allowed	6
Mi/Km Allowed	1450
Destination City	Fort Wayne
Destination State	IN
Destination Code	75000
Destination Phone	800-234-9822

Help Cancel Next >

FIG. 29

One-Way Reservation

Complete Truck Information

360

364

362

366

Truck Model	JH
Rate Per Rental	425.00
SafeMove Accepted	<input checked="" type="checkbox"/>

Help Cancel Next >

FIG. 30

One-Way Reservation

Complete Serialized SRI information

Serialized SRI Model

KO

~372

Rate Per Rental

10.00

~374

SafeTow Accepted

370

2nd Serialized SRI Model

Serialized SRI Model

Rate Per Rental

0.00

SafeTow Accepted

3rd Serialized SRI Model

Serialized SRI Model

Rate Per Rental

0.00

SafeTow Accepted

4th Serialized SRI Model

Serialized SRI Model

Rate Per Rental

0.00

SafeTow Accepted

5th Serialized SRI Model

One-Way Reservation

More Service Equals More Money

For a safe and efficient use of this equipment during the customer's move, make sure you offer U-Haul's valuable Supplemental Rental Items..

380

APPLIANCE DOLLY

User Message

FURNITURE DOLLY

PADS

ETC...

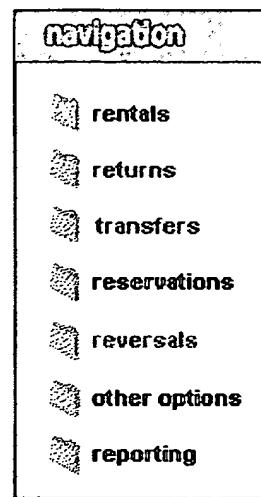
382

Add these types of items to their reservation on the next set of forms.

FIG. 33

UHAUL® Web C.A.R.D.®

Credit Authorization Receiving Dispatching



Computer Help?
Call your Traffic
Office
or Phoenix
@ 1-800-223-6217

Reporting Options

Use these options to review your current **Inventory**, **Reservations or Equipment Due**. You can also view a list of **Refunds** given for the current business day. Use the **Reprint** function to view and print out any contract you have created. Use the **Closing** form at the end of each business day.

Closing 402

Inventory 404

Reservations 406

Equipment Due 408

Refund 410

Reprint 412



✓ 400

Moving Van Equipment**ON HAND**

420	Equipment Number	Model Number	Status	428	422	424	426
				Plate No.	Plate State	Plate Expire	
	BP 1234A	BP	OK	KJL888	AZ	0303	
	EL 5556A	EL	OK	AA51735	AZ	0901	

ON RENTAL

Equipment Number	Model Number	Contract No.	Plate No.	Plate State	Plate Expire
DC 4589Y	DC	00001122	987456	CA	0202
EL 3359U	EL	98989898	LKJ876	AZ	0909

Rotational Equipment**ON HAND**

Equipment Number	Model Number	Status	Plate No.	Plate State	Plate Expire
No Equipment of this type in your inventory					

ON RENTAL

Equipment Number	Model Number	Contract No.	Plate No.	Plate State	Plate Expire
EL 4627Y	EL	00001111	568789	AZ	0202

Support Rental Items (SRI)**ON HAND**

Equipment Number	Model Number	Status	Plate No.	Plate State	Plate Expire
AT 4578Y	AT	OK	458963	AK	0202

ON RENTAL

Equipment Number	Model Number	Contract No.	Plate No.	Plate State	Plate Expire
No Equipment of this type on Rentals					

SRI**ON HAND**

Model Number	Quantity	Total	432	434	Quantity Rented	Quantity Available
FD	0	0			0	0
PO	38	12			26	0
UD	0	0			0	0
VM	1	0			1	0

408

442

Equipment Overdue

Contract No.	Date Due	Equipment Due	Customer
--------------	----------	---------------	----------

440

Equipment Due

Contract No.	Date Due	Equipment Due	Customer
00000015	01/29/2001 12:00	DC 4589Y	Welsh, Bob
00000041	01/28/2001 09:00	EL 4627Y AV 1234A	WIRAM, MIKE
00000042	01/28/2001 10:00	EL 3359U	WIRAM, MIKE

444

Equipment On-Hold

Contract No.	Date Due	Equipment Due	Customer
--------------	----------	---------------	----------

09/22/02 10:20:50 AM